

UW HEALTH JOB DESCRIPTION

Organ Procurement Coordinator

Job Code: 850001	FLSA Status: Non-Exempt	Mgt. Approval: R. Fish	Date: April 2023
Department: Organ Procurement Org/53050		HR Approval: K. Fleming	Date: April 2023

JOB SUMMARY

Under the general direction of the Manager of Clinical and Donor Family Services of UW Organ and Tissue Donation, the Organ Procurement Coordinator (OPC) is responsible for the coordination of the organ donation process for the UW Health Organ Procurement Organization. This process involves the medical management of deceased organ donors to ensure the overall quality of organs is suitable for transplant into recipients at UW Health and at other transplant programs across the country.

The individual works collaboratively with donation champions, physicians, trauma coordinators, ER staff, OR staff, bedside nurses, social workers, pastoral care and other key personnel to ensure all families are supported throughout the donation process.

The complexity of problems encountered range from extremely complex and sometimes insolvable medical issues to relatively common problems involving scheduling, logistical issues, and the utilization of available medical personnel and resources. Most problems are solved using previous experience and knowledge as the primary resources. Medical problems may be encountered that necessitate input from the organ procurement organization's (OPO) Administrator on call, the OPO Medical Director or other medical specialists such as Infectious Disease or Critical Care.

Internal and external customer relationships comprise a substantial percentage of this position. The position's essence is in maintaining and improving these relationships to ensure the success of the organ donation process. The range of these relationships is from hospitals in our service area (OR, ED, ICU, Laboratories) to external customer relationships with vendors and suppliers of services needed to complete the organ donation process. These customers include but are not limited to aircraft charters, ambulance service, eye banks, tissue banks, and other services that are necessary to the process.

A high degree of organizational and problem-solving skill is necessary in this position. Each organ donation case can present a new set of unusual circumstances that must be dealt with in an expedient manner to ensure the programs' success. This position requires the ability to handle multiple events that occur simultaneously, while planning for unforeseen medical and logistical problems. Innovative critical care problem solving often needs to be accomplished in a rapid and decisive fashion to lessen the potential for major problems to occur, which could impact the supply of organs for transplantation.

This incumbent in this position does not supervise other employees. Rather, the OPC serves in a type of consulting capacity to ED, ICU and OR staff, answering questions and giving direction to enable them to carry out their responsibilities in critical care donor management to maximize the gift of donation.

In addition to donor case management and donor family support, the OPC candidate is expected to become involved in the OPO community as a whole; providing outreach education at service area hospitals, attending community events as able, and participating in after action reviews. With experience, the candidate will teach, and publicly speak in front of members of the community, and multidisciplinary hospital staff and to partners within the organ donation process.

MAJOR RESPONSIBILITIES

A. Organ Donor Evaluation and Coordination

1. Responds to donor hospital referrals and import organ offers in a timely fashion.
2. Develops an appropriate follow up plan with the hospital staff on patient referrals and documents appropriately in the OPO medical record.
3. Works collaboratively with the OPO medical director (MOC) on call to determine patient suitability for organ donation.
4. Works collaboratively with the OPO administrator on call (AOC) to coordinate logistics of the donation case.
5. Identifies and documents all relevant testing results such as labs, MRI's, CT scans, Heart cath, Echo's, other diagnostic and screening tests as well as patient information necessary to determine suitability for donation. Patient information includes but not limited to donor high risk behaviors for disease transmission to recipients, as well as, present and past social and medical history. Understands current criteria for donor potential.

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6. Orders all appropriate testing required such as infectious disease testing, donor ABO, sputum and blood cultures and other special testing to assess general and organ specific suitability and documents the results in the OPO medical record.
7. Reports and documents all relevant patient information to the OPO medical director to determine suitability for donation.
8. Ensures coroner/medical examiner and district attorney clearance for donation for cases deemed a coroner/medical examiner case according to state law.
9. Documents all relevant donor information in the OPO medical record and DonorNet in a timely fashion on an ongoing basis such as donor ABO, hemodynamic stability, medication administration, labs, vital signs, brain death declaration, consents, results of special testing and infectious disease results.
10. Follows all applicable local, state and national laws and requirements for organ donation.
11. Accurately identifies and documents the appropriate next of kin for consent.
12. Checks state registries and the national registry for first person authorization and other documentation such as a driver's license, advance directive that would indicate the patient wishes to be a donor and communicates this information to the donor hospital according to current OPO policies.
13. Collaborate with hospital staff in providing real-time family centered care for the donor family. OPC will ensure the family has good understanding of the donation process as well as provide ongoing updates to the family at regular intervals to meet their needs during the process.
14. Support and collaborate hospital staff such as nurses, physicians, chaplains, social workers and other stakeholders during and after the donation process. This is achieved by the OPC organizing team huddles during a donation and participating in after action reviews following the donation.
15. Collaborate with hospital staff utilizing a fluid knowledge of critical care standards, to ensure the patient is physiologically managed to achieve optimal organ function to maximize the donation. This includes but is not limited to maintaining hemodynamic stability by adequate hydration, ventilation and oxygenation, maintaining normothermia, monitoring laboratory trends, hormonal replacement and antibiotic administration.
16. Recognize critical laboratory values and other special testing that jeopardize maximizing the donation and report these values to the OPO medical director on call or their designee for advice on reversing the trends and improving organ function.
17. Appropriately and accurately enters all applicable donor information into the medical chart and OPTN/UNOS on an ongoing and timely basis.
18. Follows all applicable OPTN/UNOS policies and procedures as it relates to organ allocation and accurately documents the allocation results in UNOS and the medical chart.
19. Complies with all OPO/OPTN/UNOS and HIPAA policies.
20. Organizes, coordinates and oversees the entire DCD process when onsite at the donor hospital as well as monitors, documents and reports patient vital signs and urine output following extubation to the transplant surgeons or their designee. Assists surgical recovery coordinator intraoperatively as needed during the DCD process.
21. Organizes and coordinates the surgical team for the organ procurement which includes making the necessary arrangements for transportation of surgical team to donor hospital if warranted.
22. Follow United Network of Organ Sharing (UNOS) allocation policies.
23. Discuss the organ donation process with the donor family in a compassionate manner and gain the Next of Kin's written consent if necessary. Resolve any questions the donor family may have.
24. Occasionally support post donation follow-up or provide support and information to donor families regarding the donation outcome as part of the Donor Family Services Program
26. Assist when needed with preparing and organ procurement supplies used for organ preservation prior to the organ.
27. Organizes all documentation post case and follows all applicable OPO checklists to ensure all required documentation is entered into the medical chart and UNOS.
28. Commit to continued learning and education to develop best practice and service for our donors, their families, and the OPO service area.
29. Fly on small aircraft and travel by ground to donor hospitals in all weather conditions.

B. Hospital Development, Community Outreach and Quality Improvement

1. Identifies quality improvement initiatives and actively participates in these initiatives to improve OPO operations and customer service.
2. Meet with physicians, nurses, chaplains, social workers and other stakeholders in the donation process to advance the mission and values of the organization.
3. Prepare and present educational presentations regarding organ donation to donor hospitals, the community and other organizations to advance the mission and values of the organization.

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4. Collaborates with HD and Community Outreach arms of the OPO to facilitate learning, understanding and advancement of the organ donation awareness, process, donor medical management, and support for our donor families.

C. Professional Practice

1. Attends required meetings and training sessions to ensure performance standards are met as required by the organization.
2. Documents training and education accurately and timely to ensure compliance with regulatory agencies and OPO training requirements.
3. Maintain all applicable licensing and certifications required by regulatory agencies and UW Health.
4. Identifies areas for personal growth and improvement and works collaboratively with the manager to advance performance measures.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	Graduate of school of nursing or bachelor's degree in healthcare related field
	Preferred	Bachelor of Science in Nursing (BSN)
Work Experience	Minimum	Six (6) months of clinical experience with surgical, critical care, emergency services or O.R. expertise
	Preferred	Critical care experience in pediatric, neurosurgery ICU, trauma or medical ICU, with leadership as charge nurse, or resource nurse and experience with caring for donor patients and families.
Licenses & Certifications	Minimum	Registered Nurse licensed in the State of Wisconsin or may practice under a compact license per state regulations. OR 3 years of relevant Organ Procurement Coordinator Agency work. BLS certification
	Preferred	Certified Procurement Transplant Coordinator (CPTC)
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Excellent communication, clinical, and problem-solving skills. • Knowledge of age-specific medical issues to include all age groups. (Neonate to Geriatric) • Knowledge of computer use and unique medical device use. • Ability to work unscheduled varied work hours as needed. (Potentially, 24 hours per day). • Good mental and physical health, with reasonable physical strength is necessary. • Must be available to work at a moment's notice, under difficult emotional conditions, and in highly stressful medical/surgical environments.

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input type="checkbox"/>	Infants (Birth – 11 months)	<input type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input type="checkbox"/>	Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

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Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.